



Jan-06-06 06:54pm From-PILLSBURY WINTHROP SHAW PITTMAN #4 +6502334747 T-428 P.001/001 F-745

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PILLSBURY WINTHROP SHAW PITTMAN LLP
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Kathleen M. Smith	(Depositor's name)
<i>Kathleen M. Smith</i>	(Signature)
January 6, 2006	(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09427149	10/25/1999	RICHARD E. WARD	73618/RHS-00	2803

TITLE OF INVENTION: METHOD AND SYSTEM FOR CUSTOMER SERVICE PROCESS MANAGEMENT

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	YES	\$700	\$0	\$700	03/30/2006
EXAMINER	ART UNIT	CLASS-SUBCLASS			
VAN DOREN, BETH	3623	705-008000			

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).
 Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
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Please check the appropriate assignee category or categories (will not be printed on the patent): Individual Corporation or other private group entity Government

4a. The following fee(s) are enclosed: 4b. Payment of Fee(s): Charge deposit acct 03-3975

Issue Fee \$700

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